



EMPLOYMENT OPPORTUNITY

Non-Perm Customer Service Specialist 4 - Recreational Customer Service, Supervisor
\$2769.00 – \$3614.00 Range: 43

Recruitment: 1527-11 Opens: September 2, 2011 Closes: September 9, 2011

The salary range listed above reflects a 3% salary reduction for state employees over the 2011-13 biennium, which was passed by the Legislature effective July 1, 2011 through June 29, 2013.

This recruitment is to fill a fulltime non-permanent position located in the Technology and Financial Service Program. The duty station is the Natural Resources Building, Olympia, Washington.

The mission of the WDFW Licensing Division is to provide quality services and be an active partner with businesses, communities, and the public participating in or inquiring about commercial and recreational fishing, hunting, and wildlife viewing opportunities in Washington State.

JOB SUMMARY

This position supports the Customer Service Manager, Management Analyst, to achieve the Licensing Division's mission by providing direction, teaming, and leadership; as well as operating as a frontline representative to WDFW Authorized License Dealers. The Individual in this position Supervises 6 FTEs and 2-3 seasonal staff in the Recreation Customer Service Center for the Department of Fish and Wildlife. Position is responsible for timely processing of approximately 104,000/yr Internet and telephone recreation document sales orders. Position serves an important role in maintaining and implementing methods and procedures for nearly 1 million recreation customer profiles in the Department's automated licensing system. Position assists in supervising a portion of the Agency's call center that specializes in handling calls from Recreation and General Public stakeholders. Staff are available to assist 60,000 hunters as needed with reconciling or selecting their hunt choices for special hunts.

Responsibilities include:

- Documenting and resolving customer inquiries from recreation stakeholders, as required managing refunds for recreation licenses, and processing and authorizing applications from individuals requesting disability pricing on recreation licenses.
- Assists with the management of the Agency Call Center contract requirements and call center support, for development and processing and statistics of all calls processed through the Recreation Customer Service Center
- Supports staff and recreationalist, hunters, fishers, wildlife viewers adhering to issuance processes, placing Internet & telephone recreation sales and orders; in addition to responding to DFW License Dealer & Customer inquiries.
- Achieving high performance through a partner focused work unit with timely results in managing, consulting, and training customer service staff on recreational hunting & fishing policies and procedures, rule & regulations, and the use of the Point- of- Sale hardware & software, and related applications of the automated licensing system called WILD.
- Demonstrating consistent, timely and excellent customer service, accurate customer sales history, and the reconciliation of all revenue collected from Internet, telephone, WDFW HQ front counter sales.
- Development, maintenance, bi-weekly reports of performance measurements, and achievement Recreational Unit goals based from workload activity.

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WORKING CONDITIONS

Except for seasonal peak sales periods from March through May where overtime including weekend work is likely, the typical work schedule is 7:30am to 4:30pm, Monday through Friday, primarily in an office environment. This supervisory position will develop, implement manage multiple work schedules to support the recreation license needs of Hunters, Anglers, Recreationalist, and Wildlife viewers. Responsible for having adequate coverage at all times to support Customers and assisting with incoming Agency calls, telephone sales, and general inquiries.

This position is also required to participate in after hour and weekend support of the Agency's call center and automated licensing application. In addition, to assisting with fulfillment and other Recreational activities during peak sales periods.

This position is covered by a collective bargaining agreement between the State of Washington, Department of Fish and Wildlife, and the Washington Federation of State Employees (WFSE), which contains a "union security" provision. This means that, as a condition of employment you must either join the union and pay union dues, or pay the union a representational or other fee within 30 days of the date you are put into pay status.

COMPETENCIES AND QUALIFICATIONS

Well qualified applicants will demonstrate competencies in the following areas:

1. Excellent interpersonal, writing and communication skills
2. Ability to read, interpret, and explain regulation information to others
3. Ability to provide assistance to clients/customers regarding inquiries, complaints or problems
4. Conduct workload studies, establish productivity and quality performance measures for the unit and customers and manage this unit for improvement.
5. Develop advanced level analytics that support business and process improvements using MS excel
6. Advanced knowledge of point of sale technology and Dealer management
7. Call center support and Development

Desired Qualifications: A Bachelor's degree and one year of experience with implementing hunt/fish regulations or two years of experience providing assistance to hunt/fish clients/customers regarding inquiries, complaints, or problems in a customer service or public relations setting. Experience providing assistance to clients/customers regarding inquiries, complaints or problems may substitute, year for year, for education, provided that at least two years of the experience is relevant to hunt fish licensing and at the third clerical level or above. At least 6 months working with the DFW WILD system in a Natural Resource Agency, prefer direct Program experience in either Fish and Wildlife activities.

How to Apply:

To apply, go to our homepage and download the state application at <http://wdfw.wa.gov/employment>. Fill out the state application thoroughly, listing all relevant employment and explaining the duties performed. The information you provide on this application will be used to determine whether you meet the qualifications for the position.

In addition to the state application, also submit on a separate document a description of how you meet each one of the key competencies (7) above. Provide a response for each competency separately. Describe your work experience, completed training, and other accomplishments that demonstrate that you have the competency. Indicate with whom you worked, issues involved, and your role in the process. Specify job titles, employers, and schools attended. If you have no training or experience relative to a particular competency, just write "NA" for that competency.

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Send these materials to wdfwjobs@dfw.wa.gov. If you have questions about this recruitment, you may contact Sarah Nelson, Human Resource Consultant at 360 902-2624.

The Department of Fish and Wildlife is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, and ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities, are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may call (360) 902-2276 or the Telecommunications Device for the Deaf (800) 833-6388.